

C. DUKES SCOTT
EXECUTIVE DIRECTOR

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DAN FARNETT
CHIEF OF STAFF

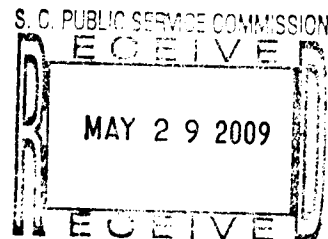
2009.222C 217026

fbelser@regstaff.sc.gov

Florence P. Belser
General Counsel

May 27, 2009

Mr. Charles L. A. Terreni
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



RE: Letter of Sharon A. Stokes


Dear Mr. Terreni:

The South Carolina Office of Regulatory Staff ("ORS") is in receipt of the letter from the Public Service Commission of South Carolina ("Commission") dated May 12, 2009, by which the Commission transmitted documents from Ms. Sharon A. Stokes to the ORS. By its letter, the Commission requested information concerning ORS' investigation of Ms. Stokes' complaint.

This letter is to advise the Commission that the ORS has previously reviewed Ms. Stokes' complaint and provided a response to her. The response provided to Ms. Stokes' advised her that her complaint involved a contract or bundled service offering. The ORS Consumer Service Investigator further advised Ms. Stokes that S.C. Code Ann. § 58-9-285 (Supp. 2008) provides that bundled offerings and contract offerings are no longer regulated except that the Commission may enforce the terms and conditions of a bundled offering or a contract offering upon the filing of a complaint by an end user purchaser of such offering. Ms. Stokes was also advised that the portion of her complaint concerning DirectTV should be sent to the South Carolina Department of Consumer Affairs.

I am, therefore, returning Ms. Stokes' letter and attachments to the Commission for processing as the Commission deems appropriate.

Sincerely,


Florence P. Belser

FPB:clm

Enclosure (as stated)

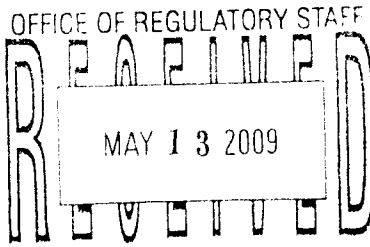
cc: Ms. Sharon A. Stokes

Ms. Cindy Cox, Executive Director- Regulatory, AT&T



Charles L.A. Terreni
Chief Clerk/Administrator
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The Public Service Commission State of South Carolina



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Docketing Department
Jocelyn G. Boyd, Deputy Clerk
Phone: (803) 896-5114
Fax: (803) 896-5231

May 12, 2009

The Office of Regulatory Staff
Department of Consumer Services
1401 Main Street, Suite 900
Columbia, SC 29201

Dear Department of Consumer Services:

The attached document was received by the Public Service Commission from a customer of AT&T South Carolina on May 12, 2009. The attached complaint does not indicate that it has been investigated by the Department of Consumer Services.

At the conclusion of your review/investigation of the attached document, please inform the Commission's Docketing Department in writing of your findings in order that the Commission can continue its processing of the attached complaint.

Sincerely,

Docketing Department

Attachment

TO ALL THIS MAY CONCERN

I WOULD LIKE TO REQUEST A HEARING TO RESOLVE THIS MATTER. I HAVE GOOD CREDIT AND NEED THIS TO BE TAKEN OUT OF COLLECTIONS. I HAVE EXPLAINED TO THE COLLECTIONS THAT CALL THAT THIS IS A MISTAKE AND THAT AT&T SHOULD NOT HAVE PUT IN COLLECTIONS. I AM STILL GETTING CALLS. I WOULD EXPECT A RELEASE FROM THIS AND TRULY FEEL I DESERVE AN APOLOGY.

THANK YOU IN ADVANCE

Sharon A Stokes
1160 Redmond Rd
Lex SC 29073

803-661-8736

RECEIVED

MAY 12 2009

PSC SC
DOCKETING DEPT.

TO ALL THIS MAY CONCERN:

I AM WRITTING THIS LETTER IN HOPE THAT YOU CAN ASSIST IN CORRECTING A PROBLEM THAT I AM HAVING WITH TV/PHONE ACCOUNT. THE COMPANIES INVOLVED HAVE TURN THIS OVER TO COLLECTIONS.

I CALLED MY TELEPHONE COMPANY TO ROLL BACK ON MY PLAN AS I AM NOW ON SOCIAL SECURITY DISABILITY. IT WAS AT THIS TIME THAT MY PROBLEMS STARTED.

THE REPRESENTATIVE GAVE ME AN ALTERNATIVE IDEA. IF I WANTED TO DROP SERVICE WITH DIRECTV AND SWITCH TO DISH NETWORK THEY COULD SAVE ME \$50.00 MONTHLY. DISH WAS OFFERING ONE YEAR FREE TO SWITCH OVER. SO AT THAT TIME I AGREED TO DO SO.

SHORTLY AFTER THIS SWITCHOVER DIRECTV BILLED ME A FEE FOR CANCELING MY CONTRACT. I CALLED AND WROTE THEM TO LET THEM KNOW THAT I WAS NOT UNDER CONTRACT ANYMORE THAT I HAD BEEN A CUSTOMER FOR SEVERAL YEARS HAVING MOVED MY ACCOUNT FROM FLORDIA. THIS IS WHEN THEY TOLD ME THAT MOVING MY SERVICE AUTOMATICALLY RENEWED MY CONTRACT. THIS WAS THE FIRST I HAS HEARD THIS.

IN THE MEAN TIME MY FIRST BILL FROM AT&T ARRIVED AND WAS INCORRECT. I CALLED AND WAS TOLD THAT THE BILL WOULD BE CORRECTED ON MY NEXT STATEMENT. I SHOULD RECEIVE A CREDIT ON MY NEXT BILL. I AM ON AUTO BILL PAY AND THE NEXT STATEMENT WAS EVEN MORE. AT THIS TIME I CANCELLED AUTO BILL PAYMENT AND AGAIN PHONED TO HAVE THIS MATTER HANDLED.

AT THIS TIME I AM TOLD THAT THEY DID NOT HAVE ME IN THE SYSTEM AS ONE YEAR FREE FROM DISH. AFTER SEVERAL CALLS I FINALLY CANCELLED EVERYTHING WITH AT&T. LETTING THEM KNOW THAT I WAS A DISAPPOINTED CUSTOMER. I EVEN WENT TO THE AT&T STORE AND WAS TOLD THAT THEY COULD NOT HELP ME. THAT IS WHEN I TOLD THEM THAT I WAS TAKING MY BUSINESS TO THEIR COMPETITOR.

I AM NOW RECIEVING BILLS FROM DIRECTV/ DISH NETWORK AND AT&T. THEY HAVE TURNED THIS OVER TO COLLECTION AGENCIES. I AM NOT PAYING THIS BILL BECAUSE THEY FAILED TO PROVIDE GOOD CUSTOMER SERVICE. I HAVE VERY GOOD CREDIT AND I AM NOT A CREDIT RISK. I AM A DISAPPOINTED CUSTOMER AND FEEL THAT THIS IS EXTORSION

PLEASE HELP ME WITH THIS MATTER AS IT HAS BECOME VERY FRUSTRATING AS I AM NOT GETTING ANYWHERE WITH THIS PROBLEM.

Thanks in advance

Sharon Stokes